

## Arizona Department of Administration (ADOA) Update By Goal

### Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population.

The role of education cannot be underestimated in planning Arizona's future. Education permeates nearly every section of the Aging 2020 Plan. Through education, the fears, myths and misconceptions about aging can be changed so that older adults, businesses, providers and Arizona, as a whole, can be free from artificial barriers that prevent all from realizing the full potential of our changing population.

#### Objective 2.4: Prepare the state workforce to better serve and address the needs of an aging population.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
f. Promote health and wellness initiatives for state employees.	ADOA	Benefits	Ongoing	Wellness program successfully completed the first year of the new strategic plan and delivered an organized, collaborative menu of services via wellness contractors, interagency partnerships, and combined efforts with the medical vendors. Within the strategic plan, Wellness offered support programs and services which targeted specific health topics over the four quarters of 2012: Men's and Women's Preventative Health; Stress and Pain; Heart Disease; and Diabetes. Program achievements include hosting 23 health management courses, over 150 screenings, and more than 160 flu clinics which served close to 15,000 state employees. Planning has begun for 2012/13 and efforts continue to encourage positive health behaviors and keep employees and members aware of the Wellness support services.
r. Ensure the State Fulfills its Mature Worker Friendly Employer Pledge	ADOA	Work life	Ongoing	State HR Managers and Staff received Arizona Mature Worker Friendly Employer training on January 27, 2011. Posters and bumper stickers had also been distributed to State agencies to advertise we are a mature worker friendly employer. ADOA is an active participant on both the Mature Workforce Committee and the Governor's Aging 2020 Committee, and was recently recertified as a Mature Worker Friendly Employer in November 2012 and the recertification will extend through November 2014.
s. Perform workforce analysis and provide proactive recruitment based on analysis.	ADOA	Work life	Ongoing	Published the 2011 Workforce Report in September 2012. During the past fiscal year state government endured another year of unprecedented challenges as the state and the nation struggled to recover from the economic recession of the past two years. The state implemented a hiring freeze in February 2008 which continued throughout fiscal year 2011, and agency budgets remained significantly reduced from years past. Due to agency layoffs and reductions in force during fiscal years 2009 and 2010, the overall size of the workforce remains significantly smaller than before the recession.

**Goal 5: Strengthen Arizona's economy by capitalizing on an integrated and well-trained informal, paraprofessional, and professional workforce.**

With the first wave of Boomers attaining retirement age in 2006, both public and private sectors need to develop work environments and coordinate opportunities that maintain a strong, diverse paraprofessional and professional workforce with strategies that include support for workers and their family members with caregiving obligations.

**Objective 5.4: Implement human resource policies that balance the needs of state employers with the changing needs of an aging workforce.**

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
k. Perform workforce analysis and proactive recruitment.	ADOA	Human Resources (HR)/Employment	Ongoing	The Arizona Department of Administration recruitment activities/analysis remains strong. We will continue to strengthen our relationship with diversity organizations, colleges and universities to promote hiring and career advancement.
l. Enhance our recruiting efforts for military veterans, retirees and the mature workers	ADOA	Human Resources Department (HRD)	Ongoing	The Department of Administration's recruitment efforts were revitalized by attending more job fairs and making a greater presence in the job market. ADOA will continue to explore our recruitment efforts and continue to grow our attendance at job fairs throughout the valley as well as reach out to networking groups to attract top qualified candidates. ADOA is currently introducing a new automated recruitment system called Talent Acquisition and it will be rolled out to the agencies in first quarter 2013.
s. Establish internship programs for high school and college students.	ADOA	Recruitment	Ongoing	Arizona "Interns-In-Action" remains strong with an emphasis on social networking. Since its inception, the "Interns- in- Action Program" has placed 185 students, and in 2011 we increased the placement by 40% and added two new university partners (DeVry University and Walden University). We continue to utilize "Facebook" to introduce new students and provide information to job seekers. Social Media has been a valuable tool to promote college/university job and intern events. The "Arizona Interns- in- Action" program was awarded the NASPE (The National Association of State Personnel Executives) Public Service Award in 2012.

**Goal 8: Promote effective and responsive management for all aging services.**

To adequately serve the growing numbers of older Arizonans, changing the way the State does business must be coupled with identifying and developing new funding mechanisms, innovations in service delivery systems and expanding collaborative efforts among state agencies.

**Objective 8.1: Leverage federal funds and use creative financing strategies to provide the necessary resources to address the needs of a growing aging population.**

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Create a competitive compensation plan for state employees.	ADOA	Human Resources Department (HRD) Classification and Compensation	Ongoing	Accomplishments in 2012 included preparatory work to introduce legislation collectively referred to as Personnel Reform; the bill was passed and implemented on September 29, 2012. Personnel Reform provides more flexibility to agencies when managing their budget and ultimately provide a more competitive compensation package for employees. Integral to the plan is the introduction of a new performance management system, an increased emphasis on managing employee performance, and a culture change to accentuate options for merit increases, thus reinforcing a pay for performance culture. The actual implementation of these strategies is ongoing.
b. Use claims utilization review to identify health issue and trends; identify employees' needs and focus programs on those needs; assist in controlling and reducing overall medical costs while improving the health of state employees.	ADOA	Benefits	Ongoing	<p>Review of claims data and vendor operations also led to the implementation and refinement of programs which resulted in a more cost effective health and prescription program for our members and the State of Arizona. A list of the programs and processes implemented has been included below:</p> <p align="right">Evaluation</p> <p>and Updating of the Pharmacy Clinical Guidelines  Split Fill Oncology Program  Re-Implementation of Diabetes Due Program  Tobacco Cessation MedResults Program  Proton Pump Inhibitor MedResults Program  Crestor MedResults Program  Osteoporosis Due Program  DPCA Program  Cigna On-Site Diabetes's Classes  External Claims Audits  Review of the End State Renal Claims Process</p> <p>Mayo Health Risk Assessment  Medicate Eligibility Verification</p>

<b>Key:</b>	<b>Participating State Agencies and Boards</b>
ABOR	Arizona Board of Regents
ADHS	Arizona Department of Health Services
ADOA	Arizona Department of Administration
ADOH	Arizona Department of Housing
ADOT	Arizona Department of Transportation
AG	Arizona Attorney Generals Office
AHCCCS	Arizona Health Care Cost Containment System
AOT	Office of Tourism
DES	Department of Economic Security
DPS	Department of Public Safety
GACA	Governor's Advisory Council on Aging
GOA	Governor's Office on Aging